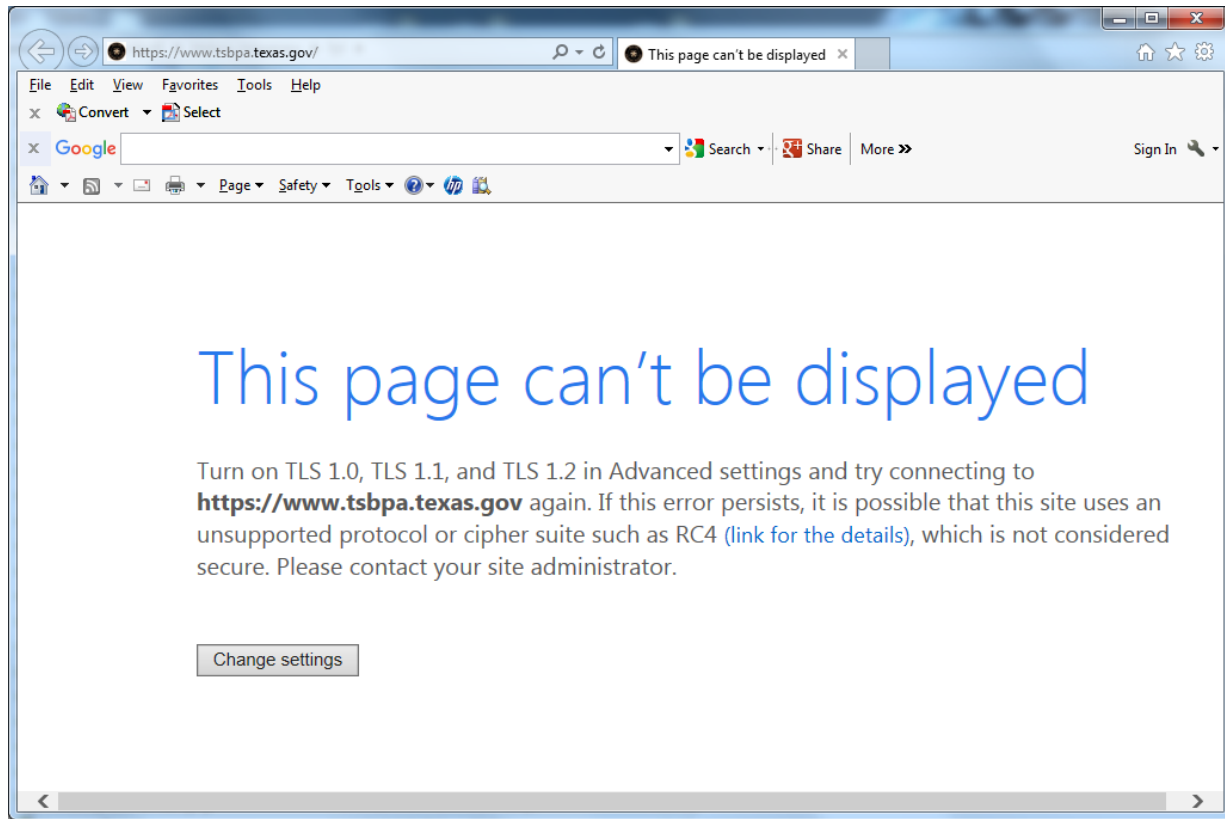


Internet Explorer users may receive this message:



Some (mostly earlier) versions of Internet Explorer are not communicating with our secure site correctly.

If you have this issue, we have several options:

We would suggest following the instructions below to **'Make Certain to use all TLS Protocols'**

If that does not work you may need to make certain your Internet Explorer and Windows are up to date by **running windows updates**.

If you don't want to try the above settings and updates changes, or you still are unsuccessful in getting to our secure site, we suggest **using another browser** such as Google Chrome or Safari, both of which do not seem to have any problem communicating with our secure site.

Make Certain to use all TLS Protocols

On the screen that displays "This page can't be displayed", try clicking on the button "Change Settings" to go directly to the 'Advanced' tab of Internet Options and scroll down to the bottom to review and update the 'use TLS x.x' settings.

The Tools menu can be displayed by clicking on the gear icon near the top-right of an Internet Explorer 11 window.

(continued.....)

In the Internet Options window that appears, click on the 'Advanced' tab at the top of the window. Scroll down to the end of the list and click in the square check boxes next to "Use TLS 1.1" and "Use TLS 1.2" if they don't already have a check mark in them. For additional security, click in the square check box next to "Use SSL 3.0" if it has a check mark in it to remove the check mark. When complete, the screen should resemble the following, where "Use TLS 1.0", "Use TLS 1.1", and "Use TLS 1.2" all have check marks in the check boxes next to them while "Use SSL 2.0" and "Use SSL 3.0" do not have check marks in the check boxes next to them. Press the OK button to save this change.

Alternatively, the "Reset..." button in the 'Advanced' tab of the Internet Options window can be used to re-enable TLS 1.1 and TLS 1.2 in Internet Explorer 11. (This will require a pc reboot.)

